

4-19-2019

## LVHN Weekly-Pocono

Lehigh Valley Health Network

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# LVHNWEEKLY | POCONO

Your wrap-up of the week's news from LVHN.

## [Colleague Engagement Survey is Open](#)

Take the survey now through April 28.

## [Robotic Surgery Marketing Campaign](#)

Learn what's special about Lehigh Valley Institute for Surgical Excellence.

## [Colleagues Buy a New Bike for a Patient](#)

John Wheary and Jennifer Brown are Service Stars.

## [Celebrating LVHN's Physicians - Photos](#)

Doctors receives awards; recognized for years of service.

## [Reviewing Colleagues' Epic Access Made Easier](#)

Review, compare and assign Epic user templates more easily.

## [LVHN 5K Run/Walk is April 27](#)

Register today; benefit community wellness programs.

## [Presale Tickets: Paw Patrol Live](#)

The presale starts April 23.

Colleague Relief  
Fund Helps  
Injured Pup

[Learn More](#)



Hope & More at  
Lehigh Valley  
Cancer Institute

[Learn More](#)



Half Off WW  
Digital Program

[Learn More](#)



## LVHNnews

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Symptoms of Ovarian Cancer

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Esophageal Cancer  
Screening

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Facing a Hernia Head-On

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# 2019 Colleague Engagement Survey is Open; Take it April 15-28

BY [RICK MARTUSCELLI](#) · APRIL 15, 2019

The 2019 Colleague Engagement Survey is open. Last year, 68 percent of colleagues took the Colleague Engagement Survey. This year, we want to blow that stat out of the water. We want 100 percent of colleagues to participate. We can do it if we work together. Here are details about the survey:

## 2019 Colleague Engagement Survey

**April 15-28**

[Print this flyer](#), post it in your department and encourage colleagues to participate.

**To take the survey, check your inbox for an email from [survey@smdhr.com](mailto:survey@smdhr.com).**

The email contains a link to the survey, which is being administered by the independent firm Strategic Management Decisions (SMD). “Our most important commitment is to ensure the confidentiality of individual responses is preserved at all times,” says SMD Cofounder and Managing Partner Scott Mondore. “No one at LVHN is ever allowed to access any individual responses.” You have until April 28 to take the survey.

**What happens next?** SMD will compile the results. Then, senior leaders will review network-wide results, and managers will receive network-wide and department-specific results. Action plans will then be developed to [turn your answers to action, just like we did following the 2018 survey](#).

Let’s work together to achieve 100-percent participation. The more colleague who participate, the more feedback we have to make LVHN an even better place to work and grow.



# Region's Largest Robotic Surgery Program Focus of New Marketing Campaign

BY [NINA ACE](#) · APRIL 15, 2019

"What kind of surgery do I want, should I need it?" It's likely a question you never thought about before. But when your provider tells you surgery is part of your care plan, the largest robotic surgery program in the region can provide a less invasive, less painful surgery option.

That's the sentiment behind our new Lehigh Valley Institute for Surgical Excellence robotic surgery marketing campaign. The campaign tells people that we are the first health care provider in the region and among just a few in the world to acquire the innovative da Vinci single port (SP) robotic surgery system.

Keep an eye out for these billboards and print ads, and share with your family and friends that you are #LVHNProud about our robotic surgery program.

## Billboards



## Print ad



# Major Surgery. Minor Recovery.

## Robotic surgery put Carl back in the driver's seat – fast.

When Carl needed a kidney removed, he didn't want six weeks of recovery and an 8-inch scar. A second opinion at Lehigh Valley Institute for Surgical Excellence gave him a better option. After a few small incisions, Carl was back on his feet in two weeks. That's what you'll find at the largest robotic surgery program in the region – now even better, with one of only 15 single-port robots in the world.

[LVHN.org/RoboticSurgery](http://LVHN.org/RoboticSurgery)  
888-402-LVHN



The SP is the latest robotic-assisted technology used by surgeons to perform minimally invasive urologic surgical procedures, including prostate cancer and kidney cancer, as approved by the U.S. Food & Drug Administration (FDA). The da Vinci SP system provides surgeons with robotic-assisted technology designed for deep and narrow access to tissue in the body. The ability to enter the body through a single, small incision helps surgeons perform more complex procedures.

Whether your surgery is eligible for single port or not, robotic surgery has many benefits:

- Smaller incisions (usually three to five) or a single incision less than one inch long
- Less pain, scarring and recovery time
- Shorter hospital stay
- Lower infection risk
- Less blood loss and fewer transfusions
- Quicker return to normal activities

Visit [LVHN.org/RoboticSurgery](http://LVHN.org/RoboticSurgery) to learn more.

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## Service Star of the Month – April 2019

BY [PAULA RASICH](#) · APRIL 18, 2019

### **John Wheary, DO, and Jennifer Brown, RN**

Last January, a man riding his bicycle in the snow hit a patch of ice and his wheel slipped, resulting in a traumatic fall and a severely fractured knee. The first reaction from colleagues was, “Who rides their bike in a snowstorm?” The patient arrived in the emergency department (ED) and was treated. During his hospital stay, colleagues discovered the bike was his only mode of transportation.

Several weeks later, Jennifer Brown, RN, reached out to the recovering patient to arrange a time to return his bike to him. However, after assessing the bike, which was chained to a picnic table in the EMS bay, she concluded it was so badly damaged that it wasn’t rideable or fixable.

Realizing this two-wheel traveler would be left without a means of transportation, Brown turned to ED physician John Wheary, DO, who owns a truck. Together, they unchained the bike and loaded it onto the truck. They set out to deliver the bike to the patient. Along with his old bicycle, they had a surprise: A brand-new one they had purchased and would deliver to him as well.

“The expectation of a LVHN colleagues is that we are empathetic, patient, kind, humble and understanding of others,” says nominator Melissa Teitsworth, RN. “Jen and John deserve this recognition for going above and beyond in meeting the needs of this person, exceeding our PRIDE behavior expectations, and most importantly, taking the time to understand life from another perspective, and acting on it.”

### **Next Steps**

Nominate a Service Star.



Congratulate these PRIDE Award recipients. The PRIDE Award is part of our expanded [Service Star Award program](#).

**Mindy Ramsby, RN, and Diane Yoder, LVPG Obstetrics and Gynecology–West Broad**

When Ramsby asked her patient, a young mother who was 36-weeks pregnant, if she felt safe at home, the mom-to-be answered with an unequivocal no. Then she shared a story of being locked outside of her home with her 2-year old son, forced to sleep in her car in freezing weather because of an abusive partner. Ramsby and Yoder joined forces to find the mother and toddler a safe house, where she could go to stay immediately. She had her baby and the family of three is now thriving in safe surroundings.

**Tomasz Wiraszka, MD, Erika Bard, RN, Penelope Kemmerer, RN, Seth Lawall, Clinical Engineering, and Esther Indah, Supply Chain, LVH–17<sup>th</sup> Street**

An intubated trauma patient needed a newer, more advanced retinal surgical procedure not typically done at LVHN. Working very quickly, this team gathered important supplies and equipment and had them safely moved and installed. As a result of this teams' efforts, the patient was able to get this procedure here, instead of being transported to another health system.

**Elia Ramirez, Interpreter, Nancy Peacock, RN, and Samantha Steich, RN, PICU, LVH–Cedar Crest**

Following a tragic motor vehicle accident, a family of five was hospitalized. Three of the family members were children, and one child had injuries that were unsurvivable. Because the family spoke only Spanish, Ramirez stayed by the family's side, relaying information in Spanish. The child passed away and the family grieved the loss. Peacock and Steich also remained with the family during this critical time providing spiritual, emotional and physical support.

**Michelle Brader, RN, LVHN–One City Center**

A pediatric patient from another country was seen in the ED twice over several months for severe asthma. Concerned for this patient, Brader quickly followed up to see about getting this patient a primary care provider. Afterward, she continued to offer support and education to the family. Her quick response helped this young patient get much-needed care in a timely manner and stay safe and healthy.

**Samantha Maccarone, Behavioral Health Social Worker, and Erika Evans, Behavioral Health Social Worker, LVH–Schuylkill**

After being admitted to the adult behavioral health unit, the patient learned her car was accruing daily tickets, and she was in jeopardy of losing her personal belongings. Right away, Maccarone and Evans took action to alleviate this patient's added stress by calling the local police department and collecting her belongings.

**Anne Parsons, Ultrasound Clinical Instructor, LVH–Muhlenberg**



A colleague is grateful for the life-saving treatment her son received at LVH–Muhlenberg, all of which was set in motion by a decision made by Parsons, who promptly scheduled a last-minute ultrasound during an already tight schedule. Getting this timely ultrasound led to a serious diagnosis that no one saw coming, then a visit to the ED and the initiation of aggressive treatment in the PICU.

### **Laura Transue, Guest Services, LVHN–Mack Boulevard**

As the first touchpoint for visitors, patients and colleagues, Transue does an exemplary job of welcoming everyone and helping them get to their destination. Despite obstacles, she handles each encounter in the reception area with aplomb and grace, inspiring those around her to do the same. She listens to others and exudes a sincere, knowledgeable and helpful attitude appreciated by all.

### **Iris Powell, Inpatient Rehabilitation Center, LVH–Pocono**

When patients are sad and lonely, Powell gives them the gift of her presence. She lends an ear and talks about anything they want. For one patient's birthday, Powell ventured into a snowstorm to get pajamas just so the patient had a gift to open on that special day. The heartwarming gesture left a long-lasting impression on the patient.

# Celebrating the Committed Physicians of LVHN – PHOTOS

BY [PATRICIA MARTIN, MD](#) · APRIL 17, 2019

Life only goes in one direction: forward. But once in a while, it's worthwhile to consider how we got here.

Medical Staff Services recently sponsored a dinner at the Centennial Conference Center to celebrate the 68 physicians who have been members of the LVHN medical staff for 25 years and the 14 physicians who have been members for 50 years. These physicians have been the guardians of our culture, the people who taught us how to do things the LVHN way. They have given us the gift of the collegial and stimulating workplace that we enjoy today.

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The evening began with the acknowledgement that medical careers do not thrive in a vacuum. We expressed our gratitude to our spouses, domestic partners, parents and significant others for their forbearance as we put in the time to take care of our patients and communities. They provide their

unwavering emotional support and do more than their share to keep our lives outside of the hospital running smoothly.

We premiered a short video titled “LVHN Physicians: Past Present and Future,” featuring four doctors at different stages of their careers. Dr. Joseph Candio, took us through a day in the life of an internist in 1994. Dr. Karen Morris-Priester, an anesthesiologist who has been working at our health network for one year, reminded us of how badly we all wanted to become doctors and how fortunate we all are to be working at LVHN. Marybeth Browne, MD, a pediatric surgeon, described LVHN as a place where you can build your legacy by developing new initiatives such as the pediatric hospital. The video concluded with a humorous forecast of what surgery might be like in 2044, as imagined by Martin Martino, MD, a robotic surgeon from the department of obstetrics and gynecology.

The nine Special Recognition Award Recipients were nominated by their peers. We celebrated the contributions of:

- Community Care Teams, Friend of the Medical Staff Award
- Kimberly Brown, MD, Community Service Award
- Timothy Friel, MD, Team Builder Award
- Marna Greenberg, DO, Research Award
- Bryan Kane, MD, Education Award

The Doctors’ Doctor Awards, which are presented to the physician who embodies the attributes of a superior doctor, went to:

- Joseph Candio, MD, LVH-Cedar Crest
- Michael Goldner, DO, LVH-Muhlenberg
- Michael Washinsky, DO, LVH-Hazleton
- Robert Thurick, DO, LVH-Schuylkill

Their diverse achievements showcase the various ways in which physicians can be creative and innovative at LVHN.

For those of us who have not reached 25- or 50-year milestones yet, the evening provided an opportunity to reflect on our own careers. Have we fulfilled our promise? Are there things we could do better? No matter how old we are, we are all unfinished human beings who can develop our talents by learning new things.

As a parting thought, consider the mindset of a genius. At the end of his career, Picasso was asked, “What is the favorite stage of your career?” Without missing a beat, he answered, “The next one!”

# Reviewing Colleagues' Epic Access Made Easier

BY [TINA VO](#) · APRIL 17, 2019

The Epic Manager Access Review Application is now available for use. This application will allow managers to request removal of Epic templates for their direct report staff who already have Epic access. Managers also will be able to compare different roles and see if they have the same template(s) assigned to those colleagues, or if there are discrepancies.

## MANAGER SUPERVISOR



**Justin Timberlake**  
Sr. Practice Manager  
00-0000 (X0000)

[Change Manager](#)

Manager:

Filter By: All

My Team **17 Total**

 <b>Constance Wu</b> CRNP General 00-0000 (X0001) Last Review Date: 4/9/2019 By: JUSTIN TIMBERLAKE <input type="checkbox"/>	 <b>Jimmy Fallon</b> Office Coord (Phys Prac) 00-0000 (X0004) Last Review Date: 4/9/2019 By: JUSTIN TIMBERLAKE <input type="checkbox"/>	 <b>Wladimir Klitschko</b> Physician 00-0000 (X0005) Last Review Date: 4/9/2019 By: JUSTIN TIMBERLAKE <input type="checkbox"/>
 <b>Tom Hanks</b> Physician 00-0000 (X0002) Last Review Date: 4/9/2019 By: JUSTIN TIMBERLAKE <input type="checkbox"/>	 <b>Lindsey Vonn</b> LPN Phys Prac 00-0000 (X0006) <input type="checkbox"/>	 <b>Mila Kunis</b> Medical Assistant Phys Prac 00-0000 (X0008) <input type="checkbox"/>
 <b>Jennifer Garner</b> Office Coord (Phys Prac) 00-0000 (X0003) Last Review Date: 4/9/2019 By: JUSTIN TIMBERLAKE <input type="checkbox"/>	 <b>Adam Levine</b> Medical Assistant Phys Prac 00-0000 (X0009) <input type="checkbox"/>	 <b>Ellen DeGeneres</b> Medical Assistant Phys Prac 00-0000 (X0010) <input type="checkbox"/>
 <b>Will Smith</b> Patient Services Rep 00-0000 (X0011) Last Review Date: 4/9/2019 By: JUSTIN TIMBERLAKE <input type="checkbox"/>	 <b>Tina Fey</b> Patient Services Rep 00-0000 (X0012) Last Review Date: 4/9/2019 By: JUSTIN TIMBERLAKE <input type="checkbox"/>	 <b>Jennifer Aniston</b> Clinical Coordinator Phys Prac 00-0000 (X0013) <input type="checkbox"/>
 <b>Sandra Bullock</b> Practice Leader - APC 00-0000 (X0016) Last Review Date: 4/9/2019 By: JUSTIN TIMBERLAKE <input type="checkbox"/>	 <b>Joshua Anthony</b> Clinical Coordinator Phys Prac 00-0000 (X0017) <input type="checkbox"/>	 <b>Julia Roberts</b> CRNP General 00-0000 (X0014) Last Review Date: 4/9/2019 By: JUSTIN TIMBERLAKE <input type="checkbox"/>
 <b>Kristen Bell</b> Medical Assistant Phys Prac 00-0000 (X0018) <input type="checkbox"/>	 <b>Chloe Kim</b> Medical Assistant Phys Prac 00-0000 (X0015) <input type="checkbox"/>	

In addition, managers will be responsible for reviewing Epic access for all of their direct reports on a yearly basis. A link will be included in the “WISAR Review” email that they currently receive. You can also access this application from the LVHN intranet at any time.

### Training reminder

In order for a manager to add a template to a colleague, the individual must complete the associated required training track. Information Services will collaborate with the Department of Education to ensure colleagues receive the appropriate templates.

### Timing to implement changes

Requests to remove templates will be sent to the Epic Security team for action. Changes will take 48-72 hours to take effect.

### How do I access Epic Manager Access Review?

Managers who have direct reports will be able to access the Epic Manager Access Review application from LVHN Intranet. Lehigh Valley-based managers will start directly from LVHN Intranet. If you are located at one of the northern tier regional sites, start from your hospital's employee intranet and then access LVHN Intranet from there. Here are the pathways to follow:

- **Lehigh Valley:** LVHN Intranet > Technology > Epic Manager Access Review
- **Hazleton:** LVH–H Employee Intranet> LVHN Intranet (*find under LVHN Internet Links*)> Technology> Epic Manager Access Review
- **Schuylkill:** LVH–Schuylkill main landing page> LVHN Intranet (*find in list above KRONOS logo*)> Technology> Epic Manager Access Review
- **Pocono:** LVH–Pocono Intranet> LVHN Intranet (*find in left column navigation, under LVHN Links*)> Technology> Epic Manager Access Review

For more information, please review:

- Epic Manager Access Review Application – Quick Start Guide
- Epic Manager Access Review Application – Frequently Asked Questions

If you have any questions, please email them to: [Epic@LVHN.org](mailto:Epic@LVHN.org).

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# LVHN 5K Run/Walk Set for April 27

BY [JANE DANISH](#) · APRIL 18, 2019

Come out and support LVH–Hazleton this Saturday, April 27, at the 2019 LVHN 5K Run/Walk at Hazle Township Community Park. This event is brought to you by the Health & Wellness Center at Hazleton. Proceeds benefit community wellness programs.

The fun-filled day includes:

- Kids' FREE fun Run (11 years and younger) at 9:30 a.m.
- 5K run/walk at 10 a.m.
- Post-race party sponsored by Damon's Grill & Sports Bar

[Download the registration form](#) or [visit LVHN.org](#) to receive:

- Registration information (early registration deadline April 19; same-day registration available)
- Course description and records
- Directions to Hazle Township Community Park
- Information about awards and age categories (Note: special awards will be given to colleague teams, as well as the first male and female colleague to finish the run and walk.)

If you are not interested in running or walking, you can still participate by volunteering some time to help out at the event. Contact Corinne Stone at [Corinne.Stone@lvhn.org](mailto:Corinne.Stone@lvhn.org) or 570-501-6953.



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# Presale Tickets: Paw Patrol Live

BY [RICK MARTUSCELLI](#) · APRIL 18, 2019

No job is too big, no pup is too small. Nickelodeon and VStar Entertainment Group present *PAW Patrol Live!* “*Race to the Rescue*,” an action-packed, music-filled production presented by Pedigree.

The heroic pups from the top-rated animated preschool series *PAW Patrol*, produced by Spin Master Entertainment, will visit PPL Center on Sept. 21 and 22. As an LVHN colleague, you have special access to purchase tickets before this event goes on sale to the public.

The presale begins Tuesday, April 23, at 10 a.m. and ends Thursday, April 25, 11 p.m. Tickets go on sale to the public on Friday, April 26, at 10 a.m.

[Click here](#) to purchase tickets.

Use the password: VMAIL



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